Virtual Meetings

Zoom Bombing
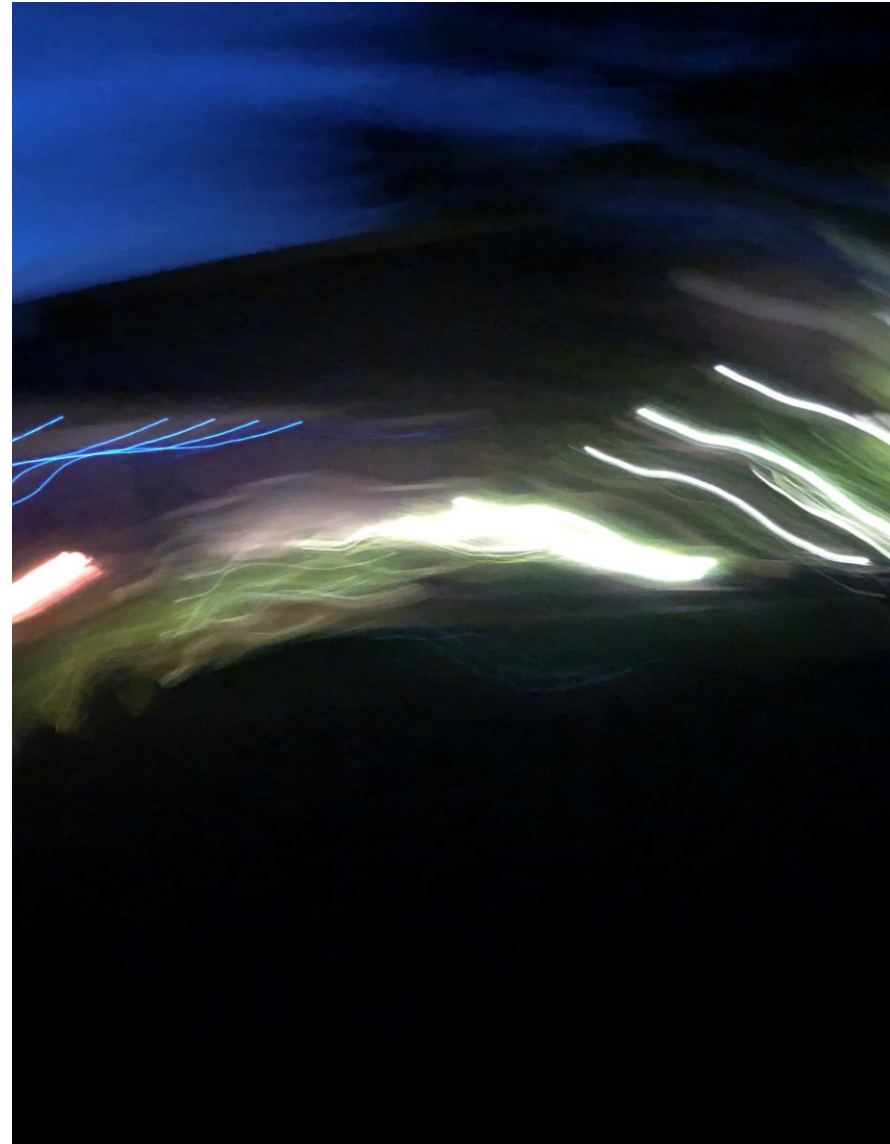
Presentation

Region 5 Assembly

March 11, 2022

Central Ohio Service Intergroup (COSIGOA)

(Region 5)

Digital Media Committee

Ver. 2022-03-11 Rachel R

Agenda

Central Ohio Service Intergroup

- Zoom Admin Account Settings
- OA Traditions & In-meeting Options
- Host Guidelines
- Handling Zoom Bombers
- After a Zoom Bombing

Star denotes a change from what was distributed for this presentation

Key Zoom Security Settings – ALL meetings

Zoom settings recommended for all meetings:

- Require a "Key" to Claim Host
- Host can give permission to screen share
- Co-Hosts can screen share

Settings allowed (at risk for disrupters):

- Video Backgrounds - allow static images
- Image (Avatar) display when participant video is OFF. (only those with a personal zoom acct.)

OA Tradition #2:

"For our purposes there is but one ultimate authority – a loving God as He may express Himself in our <u>Group Conscience</u>.
Our leaders are but trusted servants, they do not govern."

Tradition #3:

"The only requirement for membership is a desire to stop eating compulsively."
and noted …
<u>"Even these people are not permanently barred from the group and denied the chance to recover."</u>
OA 12&12, pg.109

Tradition #4:

"Each group should be autonomous except in matters affecting other groups or OA as a whole."

Options to discuss:

1. Enable Waiting Room and when?

2. Some meetings ask people to take role assignments prior to next meeting(s) e.g.
   - Meeting Leader/Chair
   - Zoom Host (claim Host 15 min before meeting start & stay 15 min after for newcomer questions

3. Restrict Chat with only Host/Co-host

4. How to handle Zoom Bombers

Host Guidelines - Responsibility

1. Claim Host from the Participants list (…)
   - Requires a Key to Claim Host

2. Host: Do not share the Host code with unknown persons
   - As a Zoom Host – you must have the code
   - Host can make any trusted person a Co-host
   - If new Host is trained and ready, send via text or email
     - **_Do not:_** verbalize, put code in a meeting format, or post in chat

3. Co-Host:
   - Co-Host is "assigned" to the role and doesn't need the key
   - Have as many co-hosts as needed
   - _Co-Hosts cannot_
     - Start or End a meeting
     - Make someone else a co-host

4. Always apply Zoom updates when available, stay current

Group Conscience Considerations:

1. Enable Waiting Room (when?)
   - Enable before the meeting participants join or enable only if Zoom Bombing occurs
   - Can be disabled at any time.
   - Must be admitted by a Host/Co-host
   - Waiting Room Notification message automatically sent

2. Restricting Chat
     - COSIGOA Admin Account _set to allow Chat_ in Waiting Room
       - Find in Zoom under "Advanced" Setting Options
     - Set Chat window option to allow chat with _"HOST and CO-HOST Only",_ allows two-way communication <u>while in Waiting Room</u>

3. Bomber handling options:
   - Stop the meeting and share the "Intruder's Prayer"
   - Move to The Waiting Room and ignore
   - Report to Zoom --- vs. Not reporting to Zoom (see Tradition 3)
     - _Not recommend to report to Zoom_

4. Lock the Meeting which disables anyone else from joining.
   - _Be aware that locking the meeting does not allow anyone to join the meeting in progress. Could keep "late comers" from joining._

From the Virtual Region:

When meeting is disrupted by intruders:

- Turn off all
  - Video
  - Mute All
  - Allow Chat only with Host/Co-Host
  - (unmute leader or make co-host)
- Stop meeting format
- Share "on screen" & read slowly and fully.
- Intruders will likely get bored and leave!

Note: link to prayer is on last page

The Intruder's Prayer

Bless them, change me!

This was our course:

We realized that the people who wronged us were perhaps spiritually sick. Though we did not like their symptoms and the way these disturbed us, they, like ourselves, were sick too. We asked God to help us show them the same tolerance, pity, and patience that we would cheerfully grant a sick friend. When a person offended, we said to ourselves:

"This is a sick man. How can I be helpful to him?
God save me from being angry. Thy will be done."

We avoid retaliation or argument. We wouldn't treat sick people that way. If we do, we destroy our chance of being helpful. We cannot be helpful to all people, but at least God will show us how to take a kindly and tolerant view of each and every one.

- *"How it Works" page 66-67 of the Big Book, Alcoholics Anonymous*

If you will pray for the person or the thing that you resent, you will be free. If you will ask in prayer for *everything you want for yourself* to be given to them, you will be free. Ask for their health, their prosperity, their happiness, and you will be free.

Even when you don't really want it for them, and your prayers are only words and you don't mean it, go ahead and do it anyway. Do it every day for two weeks and you will find you have come to mean it and to want it for them, and you will realize that where you used to feel bitterness and resentment and hatred, you now feel compassionate understanding and love.

- *"Freedom from Bondage" page 552 of the Big Book, Alcoholics Anonymous*

"God, I pray for the health, prosperity, happiness and well-being of:
{ **Insert the names of the Intruders here** },
all the things I would cheerfully grant a sick friend."

Host Guidelines - Monitoring

1. Detach the Participants list & Chat from main view

2. Keep "Chat" window in view & check posts

3. Keep Zoom in "Gallery Mode" - scroll thru for disruptors

4. If in a larger meeting, ask for a Co-host(s), to assist in monitoring and share specific focus

   - Good during screen shares

   - Allowing screen sharing only to a "known" member

5. OK to mute anyone popping up as "noise" related (barking dogs) or send an individual chat asking them to mute themselves

6. Beware that turning OFF Video of someone restricts them...they will not be able to turn video back on, until Host ASKS THEM TO START VIDEO. May also mute them too.
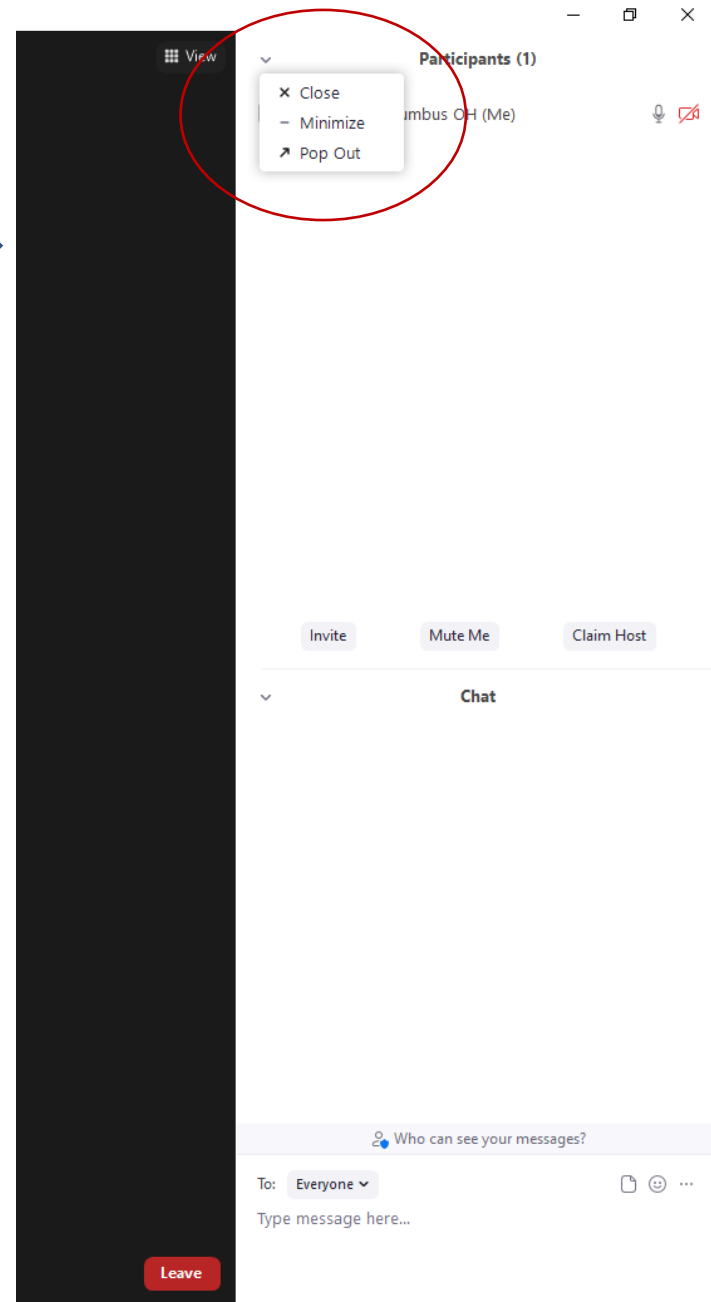
Host Zoom Admin. Host Rights

Hosts/Co-Hosts with Admin Accounts :

- Have access to the Zoom Account for
    - Maintaining applicable settings
    - Scheduling meetings
    - Paying for Subscription
    - Used to Take over a meeting by logging into the Admin Account for that meeting. Highest access/control
- Some people have their own Zoom Account app on their computers and/or tablets.
    - They can/will display their own personal Avatar when video is off
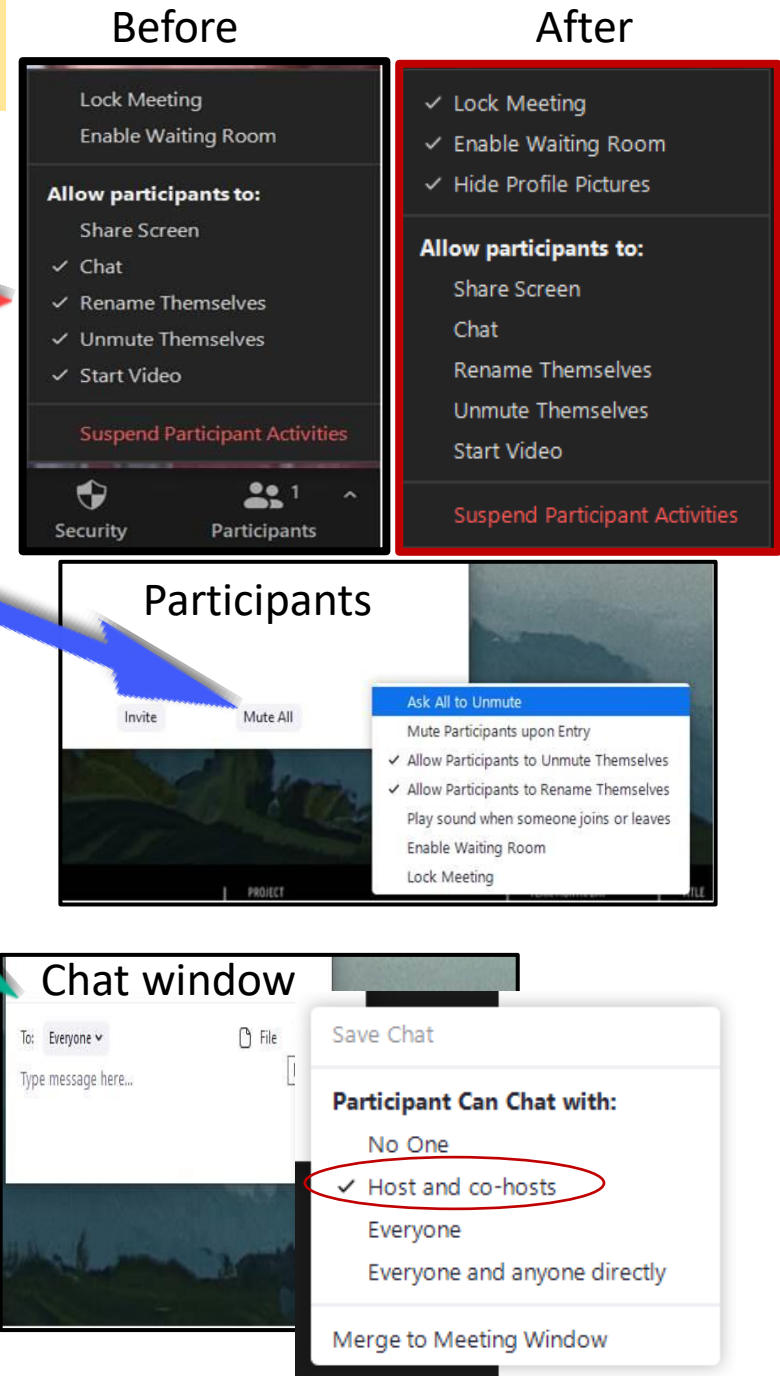   - Pulls their name assigned and auto displays when in any zoom session

Next 2 pages – Host/Co-Host Actions to take

- 1st Hosts Changing Settings manually, as needed
- 2nd Hosts/Co-Hosts Using _SUSPEND PARTICIPANT ACTIVITIES_

Zoom Disruptors on small scale (1-3) for *Hosts/Co-Hosts: (manually change)*

1. *Note* participants doing the disruptive behavior.

2. *Click on* (Security) button and manually:
   - *Check:* **Lock Meeting** & **Enable Waiting Room** & **Hide Profile pictures** (if available)
   - *Uncheck every item that "Allow Participants to"* (Security)

3. **Mute ALL** (**Participants' window (…)**)

4. *Click* on **CHAT** window
   - Security Chat Feature Must be ✔ (checked)
   - "**Participants Can Chat With:**" Click: **Host and co-hosts**" (**Chat window (…)**)

5. *View Participants Window*
   - *Select disrupters and MOVE TO Waiting Room*

6. ~~Hover over name and **Remove** the offending participant(s). *~~

7. ~~**Report** the offending participant(s) to "Zoom" *~~

8. **Any new "In the Waiting Room".** *Chat with each*, to determine if they are legitimate

* Be aware of Removing/Reporting option, not recommended

Before

Lock Meeting
Enable Waiting Room

Allow participants to:
Share Screen
✓ Chat
✓ Rename Themselves
✓ Unmute Themselves
✓ Start Video

Suspend Participant Activities

Security   Participants 1

After

✓ Lock Meeting
✓ Enable Waiting Room
✓ Hide Profile Pictures

Allow participants to:
Share Screen
Chat
Rename Themselves
Unmute Themselves
Start Video

Suspend Participant Activities

Participants

Invite   Mute All

Ask All to Unmute
Mute Participants upon Entry
✓ Allow Participants to Unmute Themselves
✓ Allow Participants to Rename Themselves
Play sound when someone joins or leaves
Enable Waiting Room
Lock Meeting

Chat window

To: Everyone ⌄   File
Type message here...

Save Chat

Participant Can Chat with:
No One
✓ Host and co-hosts
Everyone
Everyone and anyone directly

Merge to Meeting Window

"Zoom-Bombing" - _many disruptors for Hosts/Co-Hosts – affects all_

1. _**Note**_ participants doing the disruptive behavior.

2. _**Click**_ "**Suspend Participant Activities**" (Security)

   - Locks Meeting, Enables Waiting Room & Hides Profile Pictures

   - _Unchecks Participant Allowances_ (Security)

3. **Mute ALL** (**Participants' window (…)**)

4. _**Click**_ **Participants Can Chat** with "**Host and Co-hosts**" (**Chat window (…)**)

5. _**Check "Enable Waiting Room"**_

6. _**Put offenders in "Waiting Room"**_

7. _**Click**_ "**Suspend Participant Activities**" (resumes meeting) ⭐

8. **Anyone new "In the Waiting Room".**

   - _Option to Admit / Remove (Do not recommend Removing)_

   - _Can Admit or Chat with individuals_ to address being admitted.

*Be aware of Removing/Reporting option, not recommended

Before | After
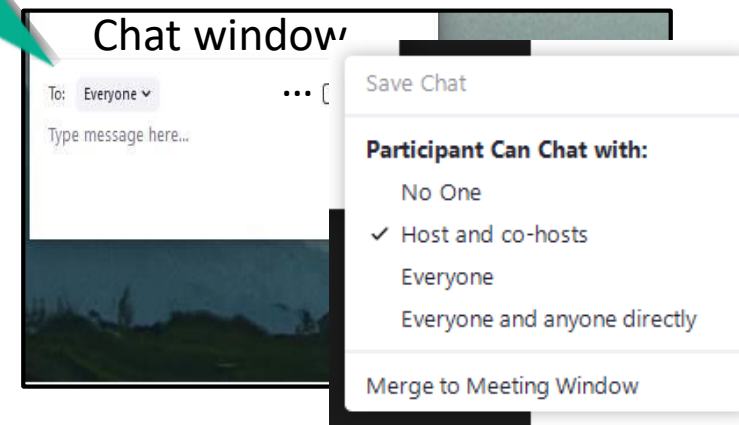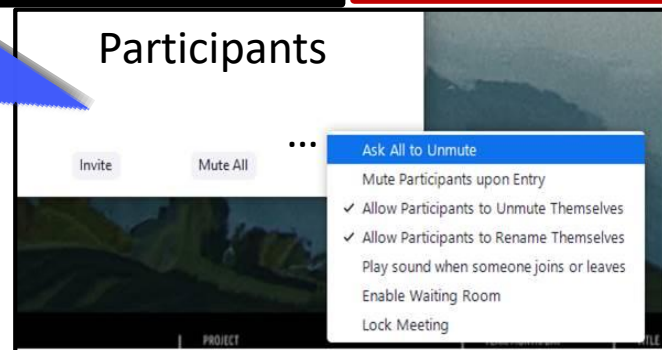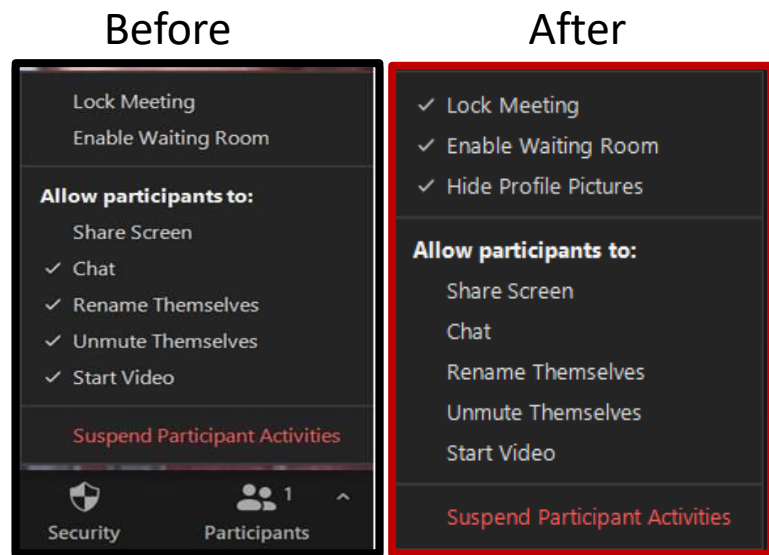
Calming the Storm After a Zoom Bombing ...

1. **Encourage people to take care of themselves**
   - If people left the meeting, they may return but will be in Waiting Room.
   - The Host can Admit them back in.

2. **Ask how the group wants to finish the meeting**
   - Stop & process what happened
   - Continue the meeting with the current format
   - Allow people to choose to stay or leave the meeting

3. **Reach out and contact others to process feelings and reactions and support each other**

4. **Notify a Digital Media Committee rep and/or an Intergroup Board member.**
   - Share feedback on any issues

More information available

The Intruder's Prayer:

https://oafootsteps.com/wp-content/uploads/2021/11/The-Intruders-Prayer.pdf

OA Foot Steps Virtual InterGroup Emergency Zoom Protocols

https://oafootsteps.com/wp-content/uploads/2021/12/emergency-zoom-protocolsUPDATE1.pdf

Zoom sponsored video on how to prevent Zoom Bombings

https://www.pcmag.com/how-to/how-to-prevent-zoom-bombing

How to help your audience if zoom bombed - Effects during and after

https://www.insidehighered.com/advice/2020/05/05/how-respond-effectively-zoombombing-incident-opinion

Thank

You!